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From: Robert T. Hardcastle
Payson Water Co., Inc.
(661) 633-7526

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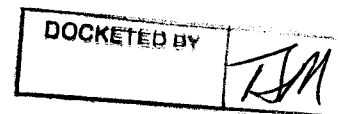
DOCKET NO. W-03514A-12-0007

Smith vs. Payson Water Co.

Arizona Corporation Commission
DOCKETED
AUG 06 2012

By:

Robert T. Hardcastle



1 **BEFORE THE ARIZONA CORPORATION COMMISSION**

2
3 Robert T. Hardcastle
4 Payson Water Co., Inc.
5 P.O. Box 82218
6 Bakersfield, CA 93380-2218
7 *Representing Itself In Propria Persona*
8

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AZ CORP COMMISSION
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9 **COMMISSIONERS**

10 Gary Pierce, Chairman
11 Paul Newman, Commissioner
12 Brenda Burns, Commissioner
13 Bob Stump, Commissioner
14 Sandra D. Kennedy, Commissioner
15

16	IN THE MATTER OF J. ALAN SMITH)	Docket No. W-03514A-12-0007
17	COMPLAINANT)	
18)	
19)	SUPPLEMENTAL
20	VS.)	MOTION TO DISMISS
21)	
22	PAYSON WATER CO., INC.,)	
23	<u>RESPONDENT</u>)	
24			

25 On January 10, 2012 Complainant Smith (hereafter "Complainants") filed a
26 Formal Complaint into Docket No. W-03514A-12-0007 based on previously submitted
27 informal complaint number 2011-99889.

28 On February 2, 2012 Payson Water Co filed an Answer to the Complaint and a
29 Motion to Dismiss.

30 On February 16, 2012 Complainant filed a Reply to Payson Water Co.'s Answer.

31 On February 23, 2012 a Procedural Order was issued scheduling a procedural
32 conference for March 9, 2012.

33 On March 9, 2012 a Procedural Conference was conducted with the Parties.

34 On March 29, 2012 Payson Water Co. filed a supplemental Motion to Dismiss.

35 On March 30, 2012 Payson Water Co. filed a Motion to Quash Brooke Utilities,
36 Inc. as a party to the Complaint.

1 On April 3, 2012 Complainant filed a Response and Objection to Respondent's
2 Motion to Quash Brooke Utilities, Inc. as a party to the Complaint.

3 On April 3, 2012 Complainant filed a Response and Objection to Respondent's
4 Motion to Dismiss and Motion to Deny.

5 On April 9, 2012 Payson Water Co. filed a Reply to Complainant's Response to
6 Payson Water Co.'s Motion to Dismiss and Motion to Deny.

7 On April 9, 2012 Payson Water Co. also filed a Reply by Payson Water Co. to
8 Complainant's Response and Objection to Respondent's Motion to Quash Brooke
9 Utilities, Inc. as a Party to the Complaint.

10 On April 13, 2012 Complainant filed a Response and Objection to Respondent's
11 Reply to Complainant's Response to Respondent's Motion to Dismiss and Deny.

12 On April 20, 2012 the Utilities Division of the Arizona Corporation Commission
13 ("Staff") filed a Notice of Filing regarding the status of a subpoena issued to Martin's
14 Trucking.

15 On May 3, 2012 Staff filed a Status of Mediation indicating that a settlement was
16 not reached by the parties and requested a hearing be scheduled.

17 On June 18, 2012 a Procedural Order was issued which set forth the hearing date
18 of August 7, 2012 and the compliance dates and deadlines as it relates to this Docket. In
19 addition, the Procedural Order provided that Payson Water Co. and Staff shall file
20 responsive rejoinder testimony no later than July 30, 2012 (see Procedural Order at page
21 2, lines 19-20).

22 On July 18, 2012 Complainant Smith filed a Notice of Complainant's Initial
23 Discovery and Disclosure.

24 On July 23, 2012 Complainant Smith filed a Notice of Complainant's Second
25 Discovery and Disclosure.

26 On July 30, 2012 Payson Water Co. timely filed its Rejoinder Testimony.

27 On July 30, 2012 the Utilities Division of the Commission's Staff timely filed its
28 Staff Response.

1 On July 30, 2012 Payson Water Co. filed its Supplemental Motion to Quash
2 Brooke Utilities, Inc. as a party to this Complaint.

3 On July 31, 2012 Payson Water Co. filed its Initial Disclosure and Discovery
4 pleading.

5 On August 1, 2012 Payson Water Co. filed its Supplemental Motion to Dismiss the
6 Complaint.

7
8 **I. COMPLAINANT SMITH IS NOT A CUSTOMER**

9 Payson Water Co., again, asserts that Complainant currently is **NOT** and was **NOT**
10 the customer of record at the time of the alleged wrongdoing. A.R.S. § 40-491 defines
11 “customer” as *“the person in whose name the utility service is provided”*. In the instant
12 Complaint it is not possible to construe that Hutchinson is not the official customer of
13 record. Likewise, it cannot be construed that Smith was nor is the official customer of
14 record.

15 Attached hereto as Exhibit 1 are various documents which reflect the status of
16 actual customer of record Hutchinson, including:

- 17 (a) Screen shot (1 page) of customer registration in billing software reflecting
18 Joanna Hutchinson as the official customer of record;
19 (b) Account history (3 pages) of customer Hutchinson since September 2008;
20 (c) Customer Setup Detail List (1 page) of customer Hutchinson including
21 reference of a billing system assigned customer number and telephone
22 contact number, and also listing Complainant as a local contact;
23 (d) Account Record Notice Report (4 pages) indicating repeated references to
24 “customer” and “Hutchinson” therein.
25

26 In all of these documents Hutchinson is clearly indicated as the customer. The
27 Company has a reasonable expectation to rely on the information provided by the
28 customer of record (Hutchinson) as the responsible party on the account. It cannot be
29 reasonably construed by the Company from any of these documents that Complainant is
30 the customer of record. It cannot be reasonably construed by the Company that, in the
31 event of a remaining final balance owing, that any person except Hutchinson would be
32 the responsible party from whom the Company should seek final payment and/or other

1 remedies. Likewise, a meaningful argument cannot be put forth that says, despite
2 Hutchinson's customer of record status, Smith is the person from whom any final
3 payment or other remedy should be sought. There is no other reasonable conclusion that
4 can be reached.

5 Payson Water Co. objects to the hearing of the Complaint because Complainant is
6 **NOT** and was **NOT** a customer at the time of the alleged wrongdoing and therefore lacks
7 standing to bring such an action. Black's Law Dictionary defines "standing" as follows:

8 - ***"The legal right of a person or group to challenge in a judicial forum***
9 ***the conduct of another"*** (Black's Law Dictionary, page 460).

10 Further, AAC R14-2-411et seq. defines the conditions under which a "customer" gains
11 the legal right to such status and may bring a complaint before the Arizona Corporation
12 Commission (the "Commission").

13 In the Complaint, Smith provides no statutory authority or offers no legal nexus to
14 support his position that his circumstances of receiving water as a third party in June
15 2011 accrue the legal rights of becoming a customer. Based on the above referenced
16 Exhibit 1, Complainant cannot make a substantive argument that he is currently the
17 official customer of record nor was the official customer of record in June 2011.

18 Section A of AAC R14-2-411et seq. is titled "Customer Service Complaints"
19 (emphasis added) and goes on at length to define the conditions under which a customer
20 may bring a complaint and the company's responsibility to investigate the complaint. To
21 wit,

22 - ***"Each utility shall make a full and prompt investigation of all service***
23 ***Complaints made by customers, either directly or through the***
24 ***Commission"***. (AAC R14-2-411 (A)(1). (Emphasis added).

25 Further, A.A.C. R14-2-201 (9) defines a customer as "The person or entity in
26 whose name service is rendered". This section does not refer to property occupant, renter,
27 lease, resident, or payee on the account as a "customer".

28 Payson Water Co. argues that Smith was not listed on the customer account at the
29 time of establishment and therefore his name was not rendered. Smith was not listed as

1 the customer of record in June 2011. Smith is not currently a customer, is not presently
2 listed on the water utility account, and does not have standing to bring the Complaint.
3 Payson Water Co. argues that it cannot be concluded that service is rendered in the name
4 of Smith.

5 Further, it is highly unlikely that Payson Water Co. would know Smith occupies
6 the property location but for the Complaint. As a result, Payson Water Co. could not be
7 reasonably expected to know that Smith is the official customer of record, not
8 Hutchinson. Payson Water Co. must be able to reasonably expect that it knows the
9 official customer of record on its accounts from whom it can assert collection action of
10 final debts.

11 If Smith is allowed to bring this Complaint as a non-customer under A.R.S. 40-246
12 (A) it could follow that any individual could bring a complaint against an Arizona public
13 service corporation regardless of his direct or indirect relationship with the company. For
14 example, it must be asked whether a non-customer in another county could bring a
15 complaint; could a non-customer in another state bring a complaint; could a non-
16 customer on another continent bring a complaint; could a non-customer bring a complaint
17 against every lot in a distant subdivision? Where does such absurdity stop? When is an
18 indirect party indirect enough to not have standing to file a complaint?

19 It defies logic that non-customers can bring complaints against public service
20 corporations without some reasonable, qualifying **direct** relationship with the company.
21 That direct relationship, argues the Company, must be in the form of an official customer
22 of record. Otherwise, innumerable false complaints would be filed and require processing
23 by parties that have no vested direct interest in properties being serviced by a public
24 service corporation. Payson Water Co. has a right to a reasonable expectation of knowing
25 who its customers are and who is ultimately responsible for paying its bills.

26 A payment arrangement between a landlord and a third party (an arrangement that
27 the Company may not even be privy to) may qualify as a contractual relationship between
28 themselves **but it does not suffice as qualification as a CUSTOMER with a public**
29 **service corporation.**

1 Customer Joanna Hutchinson owns the property located at 8166 Barranca, Payson,
2 AZ 85541 and has been a customer since at least 2007; has previously advanced security
3 and meter deposits; and, was paid to her account refunds by Payson Water Co. for her
4 deposits. In the event of a final unpaid water bill Payson Water Co. would have collection
5 recourse only against Hutchinson – not Smith. **Payson Water Co. has a reasonable**
6 **expectation that it should be able to collect or pursue payments from the official**
7 **customer of record.**

8 On or about June 9, 2011 Smith contacted the Commission's Consumer Services
9 Staff registering a complaint for various alleged treatment by Payson Water Co.. Smith
10 admits in his Complaint (see "Facts in Support of Complaint, page 2) that he is a renter of
11 the property, as follows:

12 - ***"Complainant told Al (of the Consumer Services Staff) that it (the***
13 ***water account) was not in my name as I am a renter".*** (emphasis added)

14 Smith argues that he receives the monthly water bill at the listed property address
15 and pays the bill on behalf of listed customer Joanna Hutchinson. Smith provides no
16 authority or other evidence as to why paying a water bill on behalf of another party
17 necessarily qualifies him as a customer under the Commission's regulations or rules.
18 Payson Water Co. does not know the details of Smith's property rental arrangement with
19 customer Hutchinson and argues that any payment arrangement that exists between Smith
20 and Hutchinson is a Landlord-Renter agreement to which Payson Water Co. is not a party
21 and has no responsibilities, duties, or obligations thereunder. Smith has never confirmed
22 that a rental agreement exists with Hutchinson nor has he provided a copy of such
23 agreement. Payson Water Co. argues that under any exigent circumstances Smith cannot
24 be construed as a customer. Payson Water Co. simply sends the monthly water bill to an
25 address as directed by customer Hutchinson.

26 In Smith's Complaint at pages 1, 2 and 4 he asserts that his Complaint was
27 declined by the Consumer Services Department of the Utilities Division because "the
28 ACC does not take third party complaints". The representative of the Consumer Services
29 Department apparently explained that since Smith was a "third party" that the Consumer

1 Services Department could not assist him with his Complaint. According to the
2 Complaint the representative of the Consumer Services Department verified the accuracy
3 of this conclusion with the Utilities Director (see Complaint at page 1, next to last
4 paragraph).

5 It should also be considered that Payson Water Co. frequently receives payments
6 for water bills by one unrelated party on behalf of another. These occasions are most
7 frequently related to family members, spouses, siblings, and friends. The fact that such
8 payments are received and recorded in a customer's account does not suddenly shift or
9 mitigate the account payment responsibility to a third party that Payson Water Co. may
10 not even be aware exists. Payson Water Co. argues that Smith's explanation and
11 argument that his payment of the water bill on behalf of Hutchinson qualifies him to gain
12 standing for the filing of the Complaint is in error.

13 Payson Water Co. argues that Smith is **NOT** and was **NOT** a customer in June
14 2011 and does not have standing to bring the Complaint. Further, the Company has a
15 reasonable expectation to believe that the customer of record is the ultimate party
16 responsible for payment of the bill.

17
18 **II. COMPLAINANT IS BARRED BY A.R.S. § 40-246 (A) FROM**
19 **BRINGING COMPLAINT RELATED TO RATES OR CHARGES**
20

21 The nature of Complainant's allegations in the Complaint center around three
22 primary areas, as follows:

- 23 (A) Charges on the water bill
24 (B) Wrongful disconnection
25 (C) Improper water augmentation charges
26

27 At the Procedural Conference Complainant expressed himself emphatically and
28 clearly, as follows:

29 Smith: "I am going to clarify for you (*to Judge Nodes*). My complaint is
30 water bills, disconnection, and water hauling charges. I do have water
31 hauling charges on there because I have paid for all of those things. I
32 am paying for that." (*emphasis added*)

1
2 (see March 9, 2012 Procedural Conference, Commission website video at 53:50).
3 Complainant admits that the nature of his Complaint, at least in part, relates to “charges”.

4 A.R.S. § 40-246 (A) is very clear, to wit:

5 “Complaint may be made by the commission of its own motion, or by any person
6 or association of persons by petition or complaint in writing, setting forth any act
7 or thing done or omitted to be done by any public service corporation in violation,
8 or claimed to be in violation, of any provision of law or any order or rule of the
9 commission, but **no complaint shall be entertained by the commission**, except on
10 its own motion, **as to the reasonableness of any rates or charges of any gas,**
11 **electrical, water, or telephone corporation** unless it is signed by the mayor or a
12 majority of the legislative body of the city or town within which the alleged
13 violation occurred, or by not less than twenty-five consumers or purchasers, or
14 prospective consumers or purchasers, of the service.” (emphasis added).
15

16 Smith has made no showing of compliance with A.R.S. § 40-264 (A) in providing
17 names of sufficient numbers of customers to comply with this section.

18 Complainant Smith admits that at least of two specific areas of his Complaint
19 relate directly to charges (i.e. water bill charges and water augmentation charges). Water
20 bill charges also include rate charges as well and charges for commodity rate use and
21 related taxes. Water augmentation charges are clearly approved by the Commission in
22 Decision No. 71902 and the related Water Augmentation Tariff. As a result, both areas of
23 Smith’s Complaint relate to charges and are barred from being entertained by the
24 Commission pursuant to A.R.S. 40-246 (A).

25 Complainant Smith lives in an unincorporated area of Gila County, Arizona. As a
26 result, A.R.S. 40-246 (A) would require that not less than twenty-five consumers of Mesa
27 del Caballo to co-sign the Complaint in support thereof. Smith has made no showing of
28 such a document and, thus, fails the requirements of this statute.

29 As a result Smith’s Complaint must be barred as it relates to areas (A) and (C)
30 above.
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III. CONCLUSION

For the reasons set forth above as supported by the argument made herein Smith's Complaint should be dismissed in its entirety because Smith has no standing due to the fact that he is **NOT** a customer and was **NOT** a customer in June 2011.

In the alternative, Smith's Complaint fails on two of the three asserted complaint areas and is barred from being entertained by the Commission because of the requirements of A.R.S. 40-246 (A). Payson Water Co. respectfully requests the Commission and the Administrative Law Judge dismiss the Complaint.

RESPECTFULLY SUBMITTED this 1st day August 2012.

Payson Water Co., Inc.

By: 

Robert T. Hardcastle
In Propia Persona

ORIGINAL and 13 copies filed
this 1st day August 2012, with:

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1200 West Washington St.
Phoenix, AZ 85007

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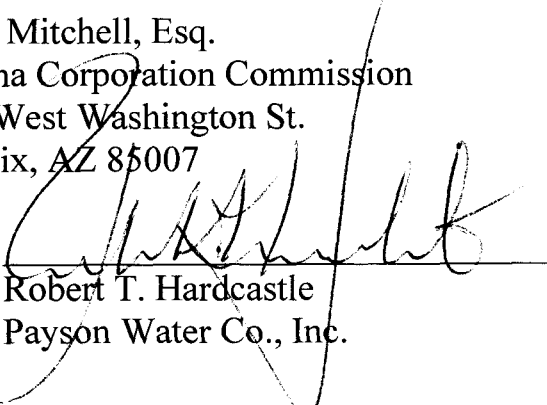
Dwight Nodes, Administrative Law Judge
HEARING DIVISION
Arizona Corporation Commission
1200 West Washington St.
Phoenix, AZ 85007

J. Alan Smith
8166 Barranca
Payson, AZ 85541

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17 Phoenix, AZ 85007

18
19 By: 
20 Robert T. Hardcastle
21 Payson Water Co., Inc.
22

23 **END**

EXHIBITS

Bob Hardcastle

To: Bob Hardcastle
Subject: FW: Gehring

Customer Maintenance

File Edit Tools Additions Help

MaribelQ Brooke Utilities, Inc. 3/21/

Save Clear Delete Next ID Write Letters Manager

Customer	24899	<input checked="" type="checkbox"/> Individual	<u>Customer Card</u>	DEFAULT
Name	Title (None) First JOANNA	Init. Last HUTCHISON	Phone 1	(928) 951-2083 Ext. 0000
Place of Work			Phone 2	(336) 957-5060 Ext. HOME
			Phone 3	(000) 000-0000 Ext. 0000
			Fax	(000) 000-0000 Ext. 0000
Address	PRIMARY	Print		
Contact				
Address	8166 BARRANCA			
	PAYSON			
State	AZ			
Zip Code	85541	<input checked="" type="checkbox"/> USA		
Country	USA			
Ship To	PRIMARY			
Bill To	PRIMARY			
Mail To	PRIMARY			
Mail To Override	From	To	Recurring	

Address

Options

◀ ◀ ▶ ▶ by Customer ID ▼

System Date: 7/9/2012 10:18:46 AM
User Date 7/9/2012

Brooke Utilities, Inc.
Document History by Location

Page: 0 1
User: OnarG

Location: 61138 Address: MESA L442
Customer: 24899 JOANNA HUTCHISON
Including: Work, Open, History, Voided

Last Bill Date 6/20/2012
Last Payment Date 12/22/2011

Last Bill Balance \$124.00
Current Balance \$124.00

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4/25/2012	BILL00000412968	History REGULA			\$26.78	(\$48.45)
4/17/2012	READ00000385848	History METER	1 WATER	4,380		
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12/16/2011	READ00000361093	History METER	1 WATER	7,260		
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6/10/2011	PYMT00000273555	History PAYMEN			\$225.10	(\$186.05)
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2/15/2011	PYMT00000254952	History PAYMEN			\$20.00	(\$0.80)
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User Date 7/9/2012

Brooke Utilities, Inc.
Document History by Location

Page: 0 2
User: Onarg

Location: 61138 Address: MESA L442
Customer: 24899 JOANNA HUTCHISON
Including: Work, Open, History, Voided

Last Bill Date 6/20/2012
Last Payment Date 12/22/2011

Last Bill Balance \$124.00
Current Balance \$124.00

Date	Document	Type	Connection	Consumption	Amount	Running Balance
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4/22/2010	READ00000245181	History METER	1 WATER	5,270		
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3/1/2010	BILL00000266920	History REGULA			\$36.50	\$36.50
2/18/2010	READ00000233355	History METER	1 WATER	7,500		
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1/29/2010	BILL00000260520	History REGULA			\$30.71	\$30.71
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1/8/2010	PYMT00000192070	History PAYMEN			\$30.71	\$0.00
12/24/2009	BILL00000254556	History REGULA			\$30.71	\$30.71
12/17/2009	READ00000221300	History METER	1 WATER	5,690		
12/4/2009	PYMT00000186930	History PAYMEN			\$61.88	\$0.00
11/19/2009	BILL00000248814	History REGULA			\$26.82	\$61.88
11/17/2009	PNLT00000028832	History PENALT			\$0.19	\$35.06
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10/22/2009	PYMT00000176655	History PAYMEN			\$82.63	\$34.87
10/22/2009	MISC00000019140	History MISC C	1 WATER		\$21.32	\$117.50
10/19/2009	BILL00000243515	History REGULA			\$33.96	\$96.18
10/15/2009	PNLT00000027669	History PENALT			\$0.91	\$62.22
10/8/2009	READ00000209898	History METER	1 WATER	6,710		
9/18/2009	BILL00000233944	History REGULA			\$26.56	\$61.31
9/16/2009	PNLT00000026010	History PENALT			\$0.51	\$34.75
9/9/2009	READ00000200714	History METER	1 WATER	4,390		
8/19/2009	BILL00000222538	History REGULA			\$28.85	\$34.24
8/14/2009	PNLT00000024267	History PENALT			\$0.08	\$5.39
8/12/2009	READ00000190642	History METER	1 WATER	5,110		
7/22/2009	BILL00000213933	History REGULA			\$25.35	\$5.31
7/16/2009	PYMT00000154177	History PAYMEN			\$157.44	(\$20.04)
7/16/2009	MISC00000017210	History MISC C	1 WATER		\$21.32	\$137.40
7/16/2009	READ00000181580	History METER	1 WATER	4,010		
6/16/2009	BILL00000204325	History REGULA			\$20.16	\$116.08
6/12/2009	PNLT00000021230	History PENALT			\$1.39	\$95.92
6/11/2009	READ00000171708	History METER	1 WATER	1,500		
5/21/2009	BILL00000195296	History REGULA			\$22.54	\$94.53
5/15/2009	PNLT00000019779	History PENALT			\$1.05	\$71.99
5/14/2009	READ00000162689	History METER	1 WATER	2,660		
4/21/2009	BILL00000187587	History REGULA			\$23.45	\$70.94
4/17/2009	PNLT00000018447	History PENALT			\$0.70	\$47.49
4/16/2009	READ00000155057	History METER	1 WATER	3,100		
3/24/2009	BILL00000178352	History REGULA			\$24.53	\$46.79
3/19/2009	PNLT00000016985	History PENALT			\$0.33	\$22.26
3/19/2009	READ00000145605	History METER	1 WATER	3,620		
2/23/2009	BILL00000164091	History REGULA			\$21.93	\$21.93
2/19/2009	READ00000134767	History METER	1 WATER	2,360		
2/11/2009	PYMT00000114546	History PAYMEN			\$55.60	\$0.00
1/27/2009	BILL00000154693	History REGULA			\$27.80	\$55.60
1/26/2009	READ00000126308	History METER	1 WATER	4,780		
12/28/2008	BILL00000143004	History REGULA			\$27.80	\$27.80
12/23/2008	READ00000115130	History METER	1 WATER	4,780		
12/9/2008	PYMT00000097349	History PAYMEN			\$52.25	\$0.00
11/24/2008	BILL00000119746	History REGULA			\$23.97	\$52.25
11/20/2008	PNLT00000009746	History PENALT			\$0.42	\$28.28
11/19/2008	READ00000103596	History METER	1 WATER	3,350		
10/27/2008	BILL00000110938	History REGULA			\$27.86	\$27.86
10/22/2008	READ00000095019	History METER	1 WATER	4,800		
10/14/2008	PYMT00000082636	History PAYMEN			\$23.16	\$0.00
9/23/2008	BILL00000100801	History REGULA			\$22.49	\$23.16
9/22/2008	PYMT00000077011	History PAYMEN			\$45.60	\$0.67

System Date: 7/9/2012 10:18:46 AM
User Date 7/9/2012

Brooke Utilities, Inc.
Document History by Location

Page: 0 3
User: OnarG

Location: Address:
Customer:
Including: Work, Open, History, Voided

Last Bill Date 6/20/2012
Last Payment Date 12/22/2011

Last Bill Balance \$124.00
Current Balance \$124.00

Date	Document	Type	Connection	Consumption	Amount	Running Balance
		151 Documents				

System Date: 7/9/2012
User Date: 7/9/2012

Brooke Utilities, Inc.
Customer Setup List - Detail
Customer Detail List - All Customers

Page: 1
User ID: OnarG

Range: Customer ID :

Flags: Deposit Required = D
Penalty Charged = P
Budget Eligibility = B
NormalCollection Proceedings = C
Preauthorized Payment Plan = P
Bill to Address = *

Sorted by : by Customer ID

Customer ID	Name	S.I.N	Pasword	Discount	Delinq.Code	Cust.Class	Flags
Birthdate	Employer	Phone 1		Terms		Tax.Schedule	
Contact				Phone 2		Fax	
Addresses							
24899	HUTCHISON, JOANNA				0	DEFAULT	D P
0/0/0000		9624		0.00%	NET 15	ALL TAXES	
ALAN SMITH		(928) 951-2083	Ext. 0000	(336) 957-5060	Ext. HOME (000)	000-0000	Ext. 0000
				PAYSON		AZ	85541
ALAN SMITH		(928) 468-6454	Ext. 0000	(336) 957-5060	Ext. HOME (000)	000-0000	Ext. 0000
				PAYSON		AZ	85541

Company: Brooke Utilities, Inc.
System: 7/9/2012 10:20:35 AM
User Date: 7/9/2012

Page: 1
User ID: OnarG

RECORD NOTES REPORT

Note ID:
24899

Created/Last Modified:
10/26/2011 7:35:47 AM

MaribelQ 10/10/2011 9:20:39 AM
MESA L442: SO #27836 closed, done by RW (meter is spinning,
going to put side setter on. Valve is letting water pass valve)

JoseC 10/4/2011 2:24:36 PM
MESA L442: Cust called to adv that he will send a bill bc have
some questions, fax numb provided.

OnarG 9/29/2011 9:48:08 AM
MESA L442: SO sent to test meter on field.

OnarG 9/29/2011 9:26:38 AM
MESA L442: Joanna called to request someone to check the meter
because it is always spinning and she already checked for leaks
and there is not leaks on there side according with her, I told
her that i can send a tech but if they can not find anuy
problem with the meter there will be a fee and she was ok with
that, phone number to contact her 336-957-5060

JoseC 9/27/2011 11:30:42 AM
MESA L442: Call back to Mrs Smith (tenant) and he adv theres
something wrong with meter read is spinning without using
water, adv him get someone can check if theres a leak.

OnarG 6/28/2011 9:34:21 AM
MESA L442: Customer called to ask for the answer about this
case, I told him that he has to wait for the ACC, he was ok

MaribelQ 6/17/2011 10:12:49 AM
MESA L442: Customer called to complaint about the fact that the
meter reading on 05/16 was higher than the one in 06/07, Miguel
emailed David about it, will call customer as soon as i get
information

OnarG 6/14/2011 12:12:58 PM
MESA L442: Customer called at the time that the system was down
and she ask to wait for the system, she wants to have the water
tbo now.

MaribelQ 6/13/2011 2:23:35 PM
MESA L442: Called cust about the message he left, will send him
a copy of the last bill

RECORD NOTES REPORT

Note ID

Created/Last Modified

OnarG 6/9/2011 4:35:57 PM

MESA L442: Phillip says that the note was left on the meter box not on the door, he is not happy with the shut down. he wants that the supervisor call him tomorrow.

MaribelQ 6/9/2011 9:16:03 AM

MESA L442: Cust called about disconnection, she said that the note was not on her door so that she didnt know, i told her about the rec fee and she said "Are you kidding me" and hung up the phone on me

lsCSR2 7/13/2010 10:53:53 AM

MESA L442: Tried to contact customer to check the mailing address, the number (928) 468-6454 is disconnected and the (336) 957-5060 nobody pick up the phone. No answer machine

MaribelQ 6/7/2010 3:04:25 PM

MESA L442: Customer called to request all bills from February sent to her via regular mail

KatieS 5/21/2010 12:15:43 PM

MESA L442: Customer MdC Public Notice ret'd by post office as undeliverable--added to ret'd mail list

KatieS 4/9/2010 1:28:01 PM

MESA L442: Customer MdC Notice to File Letter ret'd by post office as undeliverable

KatieS 11/30/2009 4:03:02 PM

MESA L442: Customer New Bill Format Letter ret'd by post office as undeliverable

DianaQ 10/29/2009 3:15:24 PM

MESA L442: called customer to verify the address, the line was busy

KatieS 10/28/2009 11:43:00 AM

MESA L442: Customer Past Due Notice ret'd by post office as undeliverable--added to ret'd mail list

MarciaQ 10/23/2009 9:06:00 AM

MESA L442: Dispatched Tech for TBO yesterday

DianaQ 10/22/2009 3:18:11 PM

MESA L442: customer called in with the receipt numeber 083948

RECORD NOTES REPORT

Note ID

Created/Last Modified

MarciaQ 10/22/2009 11:44:57 AM

MESA L442: Service person confirmed water was turned off and meter locked. Applied Rec fee to the acct

MarciaQ 10/22/2009 11:40:04 AM

MESA L442: Mr. Smith called to verify the mailing address, said the Post Office is not sending him the bills, the address is correct and he said that his wife went to the APS and paid \$82.63

MarciaQ 10/21/2009 11:36:16 AM

MESA L442: Cust on disconnect list. Must pay previous balance of \$61.31 + Recon fee of \$21.32. Total should be \$ 82.63

DianaQ 10/9/2009 12:56:48 PM

MESA L442: sent past due notice for \$61.31 Due on 10-20-09

Katies 9/18/2009 2:46:27 PM

MESA L442: Customer Aug stmt ret'd by post office with new address given. Changed primary address on account.

Katies 9/17/2009 4:04:06 PM

MESA L442: Customer Aug stmt ret'd by post office as undeliverable--added to ret'd mail list

MarciaQ 7/17/2009 3:39:39 PM

MESA L442: Mrs. Hutchison called asking when we will t-on the service again, explained her the company has 24 hrs to re-establish the service but since today is friday we will try to do it before 5 pm

DianaQ 7/17/2009 10:11:31 AM

MESA L442: customer called in because he paid the full ammount of the pending balance+reconnection fee. I'll send the request so the tech can go over an reconnect the water.

Katies 7/16/2009 4:18:54 PM

MESA L442: Dispatched tech to disconnect water service, Customer must pay \$116.08+\$21.32 reconnection fee=\$137.40 to re establish service

Katies 7/8/2009 12:52:50 PM

MESA L442: Sent customer delinquency notice. Payment due by 7/15/09

Company: Brooke Utilities, Inc.
System: 7/9/2012 10:20:35 AM

Page: 4

RECORD NOTES REPORT

Note ID	Created/Last Modified
MurielZ 2/11/2009 1:09:20 PM MESA L442: Mrs. Hurchison called to pay \$55.60 conf # 2299753953 and changed billing address to : HC4 BOX 27E, Payson AZ 85541.	
AbigailM 12/9/2008 1:49:04 PM MESA L442: Mrs.Hutchison called to make pymet Transaction ID: 2211750528 \$52.25, nice customer	
MarciaQ 10/14/2008 11:00:32 AM MESA L442: Mrs. Hutchison called to verify the acct balance, made a payment for \$23.16, Transaction ID: 2024679582	
AbigailM 9/22/2008 1:46:45 PM MESA L442: CUST CALLED TO MAKE PYMT Transaction ID: 1996507031 \$ 45.60	
MarcoM 5/29/2008 9:38:32 AM Billing Inquiry - Due amount	
Paulov 4/3/2008 11:44:04 AM NO BILL TILL NOW, APPLIED PA TO AVOID LATE FEES	